



Nurse First by Montana Medicaid

January 1st, 2004

Medicaid Patient Name
1400 Broadway
Helena, MT 59620

Dear Medicaid Patient Name:

Welcome to Nurse First from Montana Medicaid! This free service works with your medical provider's plan and will:

- Help you feel better.
- Teach you about your condition.
- Answer your questions.
- Provide a 24-hour nurse line for help whenever you need it.

24 hour Nurse Line 1-800-???-????

Any time you are sick, hurt or have a health question, you can call to speak with a nurse. The nurse will help you with any health problems you have. The call is always free and you can call anytime of the day or night.

If you have any questions or complaints about these materials or the program, please call the nurse at 1-800-???-????.

Sincerely,
Program Nurse Name, RN
Montana Medicaid Nurse First

If you need help with these materials, please call 1-800-???-????. Hearing or speech impaired members can contact Nurse First through your area's Telecommunications Relays Service (TRS) at 1-800-???-????.



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PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

McKesson is working with Montana Medicaid to deliver the Nurse First Program. McKesson knows that each patient is an individual with his or her own health care needs. It is McKesson's duty to tell each member about his or her rights as a patient. We also need to tell you about things you are responsible for.

Following is a list of your rights and what you are responsible for. These rights are part of McKesson's policies. We provide a copy of the list to all members in our programs.

- You have the right to get information about McKesson. This includes our programs, services, staff and business partners.
- You have the right to decide not to participate in or to quit any program.
- You have the right to know who the people are who manage your services and how to ask for a change.
- You have the right to get support from McKesson to help you make health care decisions with your medical providers.
- You have the right to be told of all treatment options in the guidelines. This includes health information that may not be covered by McKesson. You also have the right to discuss these options with your medical providers.
- You have the right to have all of your medical information kept private. You also have the right to know who has access to your information. And, to know how McKesson uses the information and keeps it private.
- You have the right to have McKesson staff treat you professionally and with respect. They should not treat you differently because of your age, race, or health status. They should also not treat you differently because of religion, place of birth, gender or sexual preference.
- You have the right to receive instructions on how to submit complaints to McKesson. This includes being told when McKesson will answer and resolve your issues.
- You have the right to get information you can understand about your health problems.



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- You have the right to have McKesson act as a patient advocate. You have the right to have McKesson act on your behalf as a patient.
- You have the right to get information about changes in McKesson programs. You also have a right to know if the program is ending.

You have the responsibility to:

- Ask questions if you don't understand any advice given by the McKesson staff.
- Follow the care advice given by staff.
- Tell staff and your medical provider if you your health status changes and whether or not you are still with the program
- Give McKesson true health and contact information to carry out services. Tell McKesson staff about your treatment wishes.
- Keep scheduled phone call appointments. Be ready with questions and concerns, so that the nurse can answer them.